SOUTH CAROLINA
Department
OF
Disabilities
AND
Special Needs

EXECUTIVE MEMO

To: Executive Directors, DSN Boards
CEOs, Private Providers
Therap Security Administrators

From: CFO Pat Maley

Re: **REMINDER** of Timeline to Implement Therap Two-Factor Authentication (2FA) Security Feature

Date: June 28, 2021

Attached to this memo are the following documents needed by each Agency's Therap Security Administrator (TSA), as well as Therap users, to implement 2FA:

1. Microsoft Authenticator on Android (5 pages);
2. Microsoft Authenticator for iPhone (4 pages);
3. Authentication with Email or Text (3 pages); and
4. Disable and Re-Force Two Factor Authentication (2 pages).

This 2FA rollout started on April 7th via a prior Executive Memo [click here to view]. The initial strategy was to first identify and train each agency's Therap Security Administrators (TSA), also known as "Super Admins," and then these agency experts would lead their respective agencies through 2FA implementation. DDSN has enabled a Splash Screen to direct Therap users to update their contact information, which will then permit DDSN's IT Department to disseminate 2FA training material and other pertinent updates. The first line of support for the Therap users is their respective organization's TSAs. As such, they will be the first to have 2FA enforced on their accounts.

DDSN is requesting that each ED or CEO to disseminate the contents of this Executive Memo through their respective management chain down to all front-line Therap users, particularly the TSAs. DDSN will follow the below steps to complete the implementation of 2FA for all providers:

Step 1: From today through July 6th, a Therap Splash Screen will continue to prompt each user to update their "Personal Details" profile screen before proceeding to access their Therap dashboard. Users will need to go into the "Personal Details" section of Therap and update their physical address (organization), email address, and at least one phone number. This information is critical for DDSN to communicate directly with all 14,113 users with upcoming 2FA instructions, as well as establish a reliable communication channel for future Therap information dissemination.

Step 2: On July 7th, DDSN will be enforcing 2FA for all TSAs so they can have time to get used to the 2FA process in order to better support their respective organizational Therap users. Based on beta testing, setting up 2FA using EMAIL was the preferred method.

Step 3: On July 21st, DDSN will be enforcing 2FA for all remaining users that have not had 2FA enabled by their organizational TSA. All 2FA methods to implement instructions (phone app, phone text, or email) are attached to this memo.

If non-TSA users require assistance with 2FA or passwords, please contact your organization's TSA. DDSN can only assist the organizational TSAs with their 2FA access (helpdesk@ddsn.sc.gov / 803.898.9767). DDSN will contact TSAs using their email address contained in their "Personal Details" profile in Therap. If a TSA has issues with their password, they will need to continue contacting Therap as before using the Password Reset - Request Form.

Thank you an advance for your cooperation in implementing 2FA, which is critical to dramatically improving the security of our health information and mandatory for Therap to be in compliance with South Carolina state government requirements.

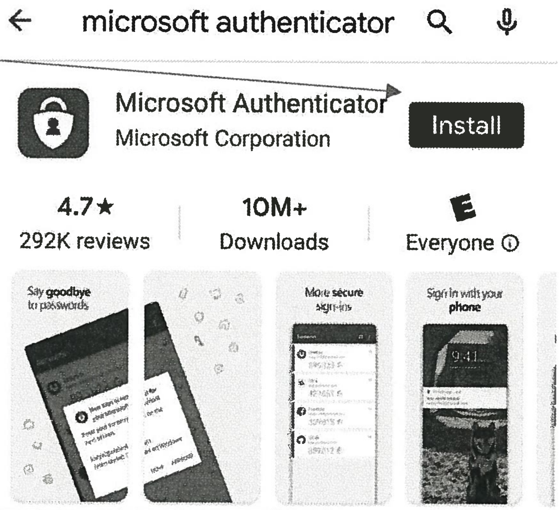
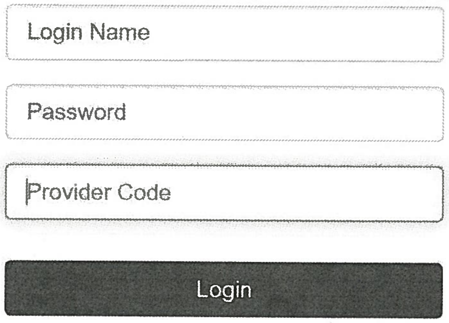
Attachment #1

Microsoft Authenticator on ANDROID

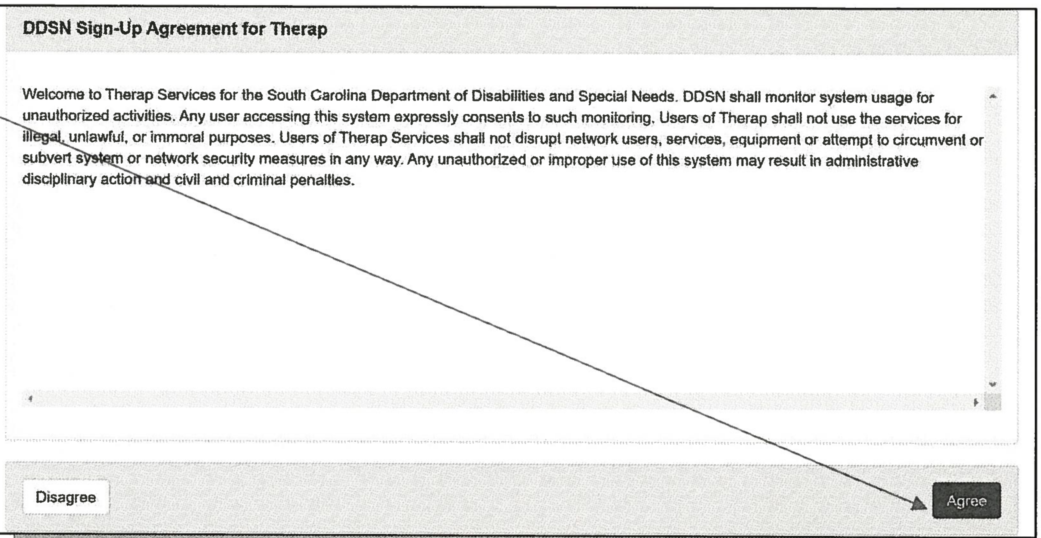
Steps in this user guide:

Configure Authentication
Login Using Authentication (use for first time configuration and every 15 days)

Configure Authentication

1. On your phone, click on the **Google Play Store**	
2. **Install** Microsoft Authenticator	 microsoft authenticator Microsoft Authenticator Microsoft Corporation Install 4.7★ 292K reviews 10M+ Downloads E Everyone ⓘ Say goodbye to passwords More secure sign-ins Sign in with your phone 9:41
3. Login to Therap	

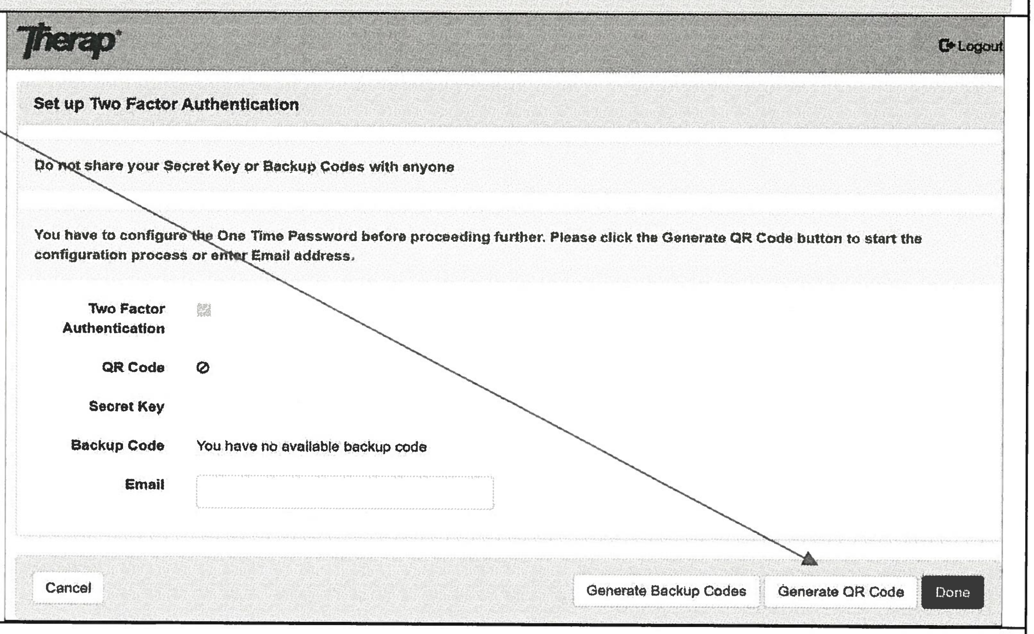
4. Click **Agree**



DDSN Sign-Up Agreement for Therap

Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

5. You will be taken to this page. Click on **Generate QR Code**



Set up Two Factor Authentication

Do not share your Secret Key or Backup Codes with anyone

You have to configure the One Time Password before proceeding further. Please click the Generate QR Code button to start the configuration process or enter Email address.

Two Factor Authentication ☐

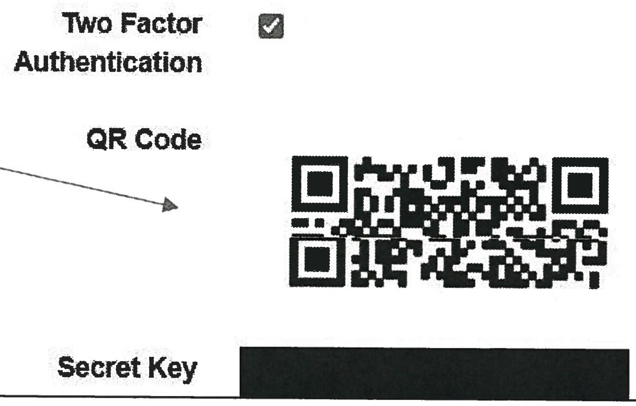
QR Code ⊘

Secret Key

Backup Code You have no available backup code

Email

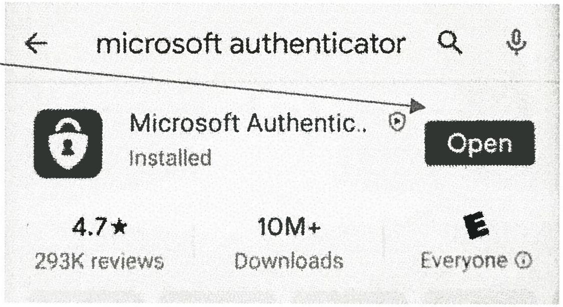
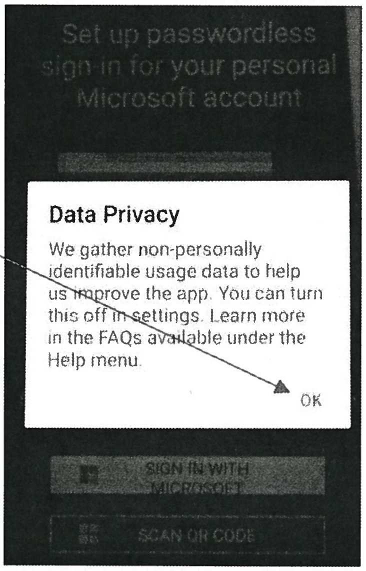
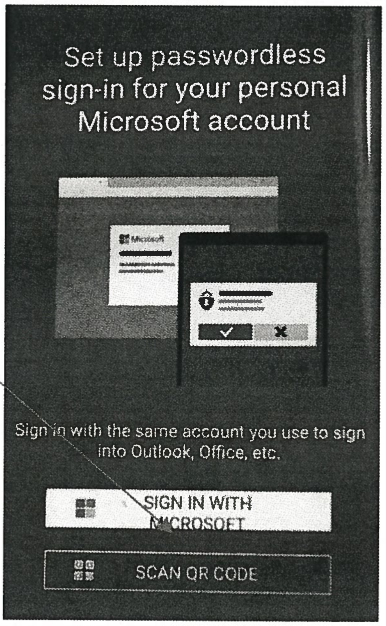
6. The **QR Code** will be displayed. Leave this on your display to scan with your phone.

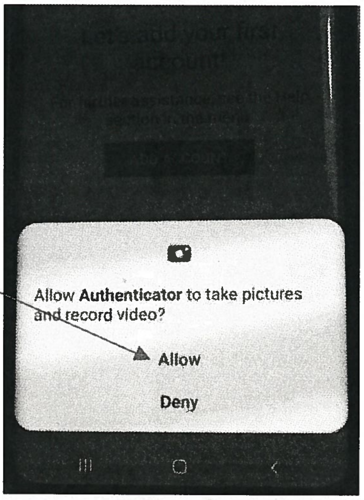
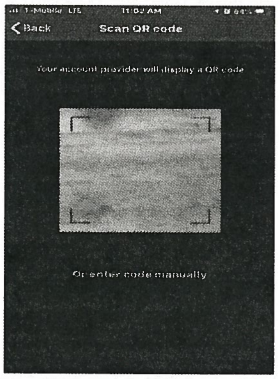
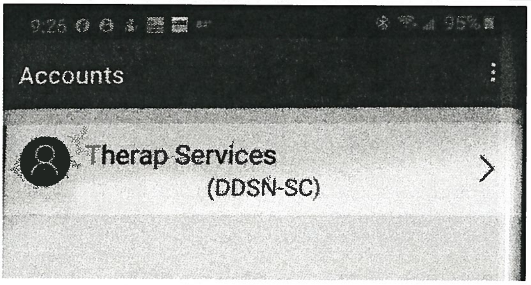
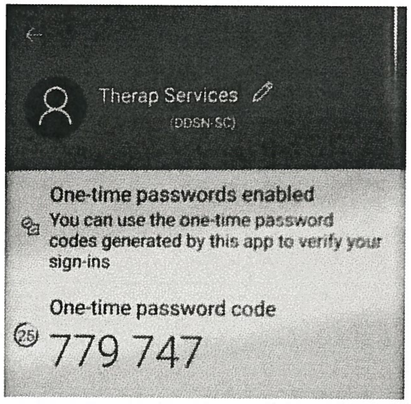
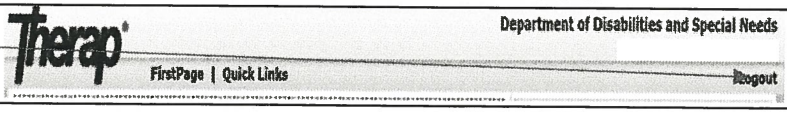


Two Factor Authentication ☑

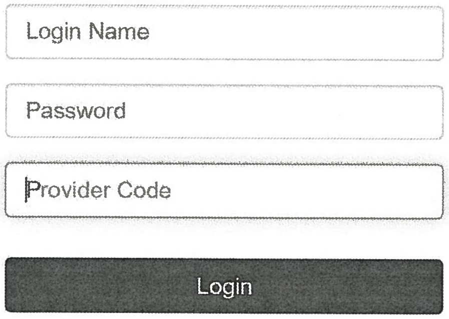
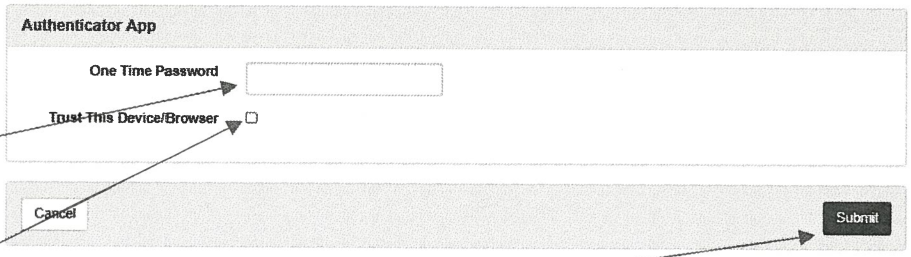
QR Code

Secret Key [redacted]

7. On your phone **Open** Authenticator	 microsoft authenticator Microsoft Authentic.. Installed Open 4.7★ 293K reviews 10M+ Downloads E Everyone ⓘ
8. Touch **OK**	 Set up passwordless sign-in for your personal Microsoft account Data Privacy We gather non-personally identifiable usage data to help us improve the app. You can turn this off in settings. Learn more in the FAQs available under the Help menu. OK SIGN IN WITH MICROSOFT SCAN QR CODE
9. Touch to select **SCAN QR CODE** button	 Set up passwordless sign-in for your personal Microsoft account Sign in with the same account you use to sign into Outlook, Office, etc. SIGN IN WITH MICROSOFT SCAN QR CODE

10. Touch to select **Allow**	 Allow **Authenticator** to take pictures and record video? Allow Deny
11. The phone camera will be activated & you will see this. Use your phone camera to scan the QR Code on your display from Therap (<u>**not**</u> the QR Code in this user guide)	 T-Mobile LTE 11:02 AM 64% Back Scan QR code Your account provider will display a QR code Or enter code manually
12. On your phone, your account will automatically be created and displayed Touch the account to open it	 9:25 95% Accounts Therap Services (DDSN-SC)
13. Your **One-time password code** will be displayed	 Therap Services (DDSN-SC) One-time passwords enabled You can use the one-time password codes generated by this app to verify your sign-ins One-time password code 25 779 747
14. Logout	 Therap Department of Disabilities and Special Needs FirstPage | Quick Links Logout

LOGIN USING AUTHENTICATION

1. **Login to Therap**	
2. Open Microsoft Authenticator on phone and touch Therap Services account if not already open. Enter **One Time Password** from the Microsoft Authenticator (no spaces) and **check Trust This Device Browser**. Click **Submit.**	 Authenticator App One Time Password Trust This Device/Browser □ Cancel Submit

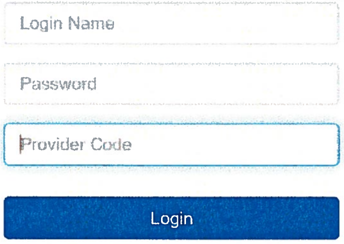
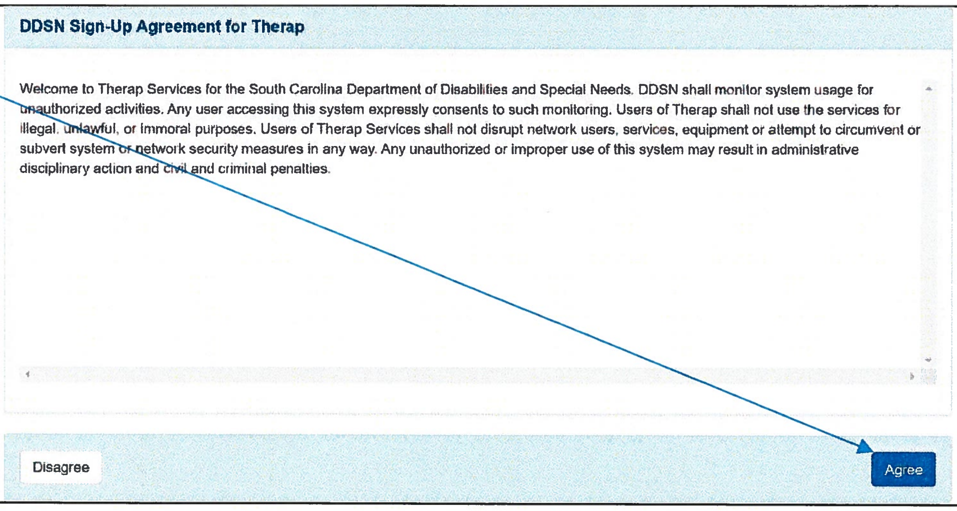
Attachment #2

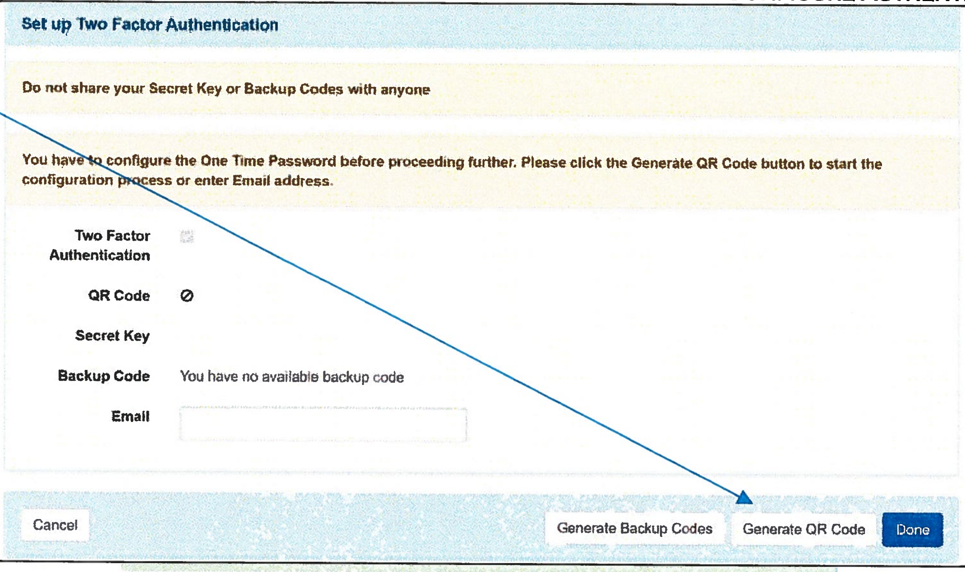
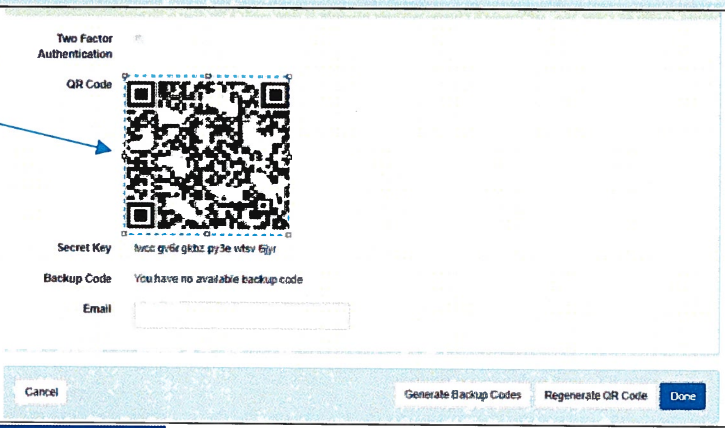
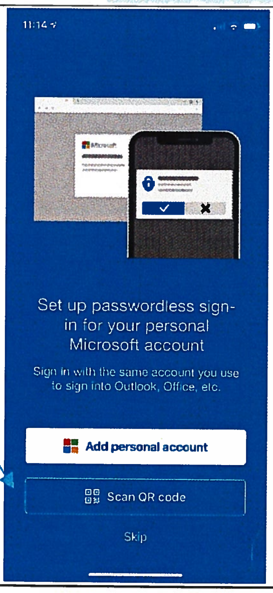
MICROSOFT AUTHENTICATOR FOR IPHONE

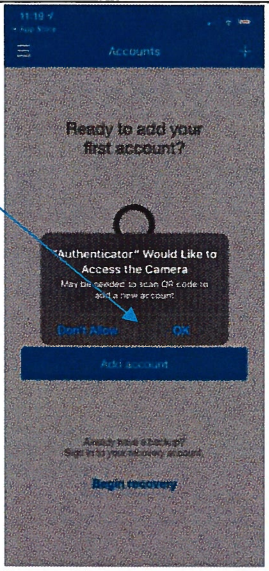
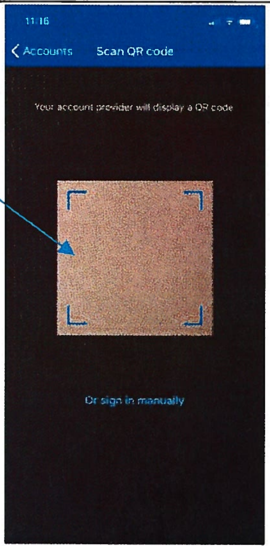
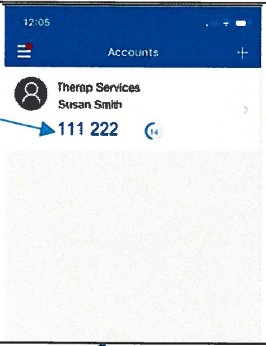
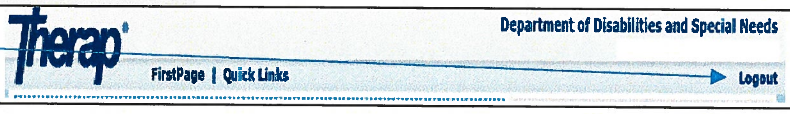
Steps in this user guide:

Configure Authentication
Login Using Authentication (use for first time configuration and every 15 days)

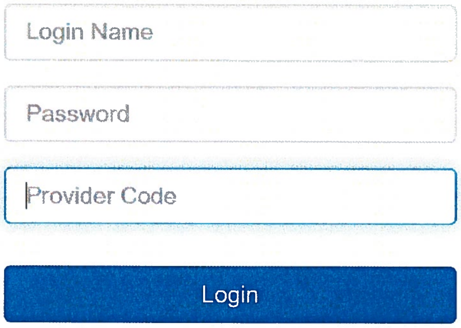
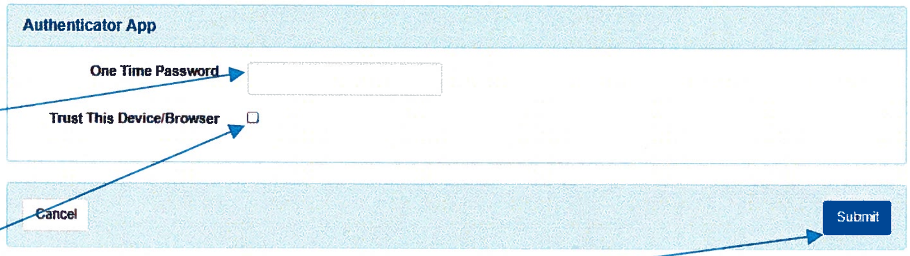
CONFIGURE AUTHENTICATION

1. On your phone download Microsoft Authenticator from the App Store.	🔒
2. Login to Therap.	
3. Click Agree.	 **DDSN Sign-Up Agreement for Therap** Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

4. Click Generate QR Code.	 Set up Two Factor Authentication Do not share your Secret Key or Backup Codes with anyone You have to configure the One Time Password before proceeding further. Please click the Generate QR Code button to start the configuration process or enter Email address. Two Factor Authentication □ QR Code ⊘ Secret Key Backup Code You have no available backup code Email
5. This will display a QR code. Leave this on your display to scan with your phone.	 Two Factor Authentication □ QR Code Secret Key fwcc gv6r gkbz py3e wtsv 6jyr Backup Code You have no available backup code Email Cancel Generate Backup Codes Regenerate QR Code Done
6. Open the Microsoft Authenticator App on your phone and touch Scan QR code.	 Set up passwordless sign-in for your personal Microsoft account Sign in with the same account you use to sign into Outlook, Office, etc.

7. Touch OK to allow access to camera.	 11:19 Accounts Ready to add your first account? "Authenticator" Would Like to Access the Camera May be needed to scan QR code to add a new account Don't Allow OK Add account Already have a backup? Sign in to your recovery account. Begin recovery
8. Using your phone scan the QR code on your display from Therap (**<u>not</u>** in this user guide).	 11:16 Accounts Scan QR code Your account provider will display a QR code Or sign in manually
9. This will give you a 6 digit One Time Password.	 12:05 Accounts Therap Services Susan Smith 111 222
10. Logout	 Therap Department of Disabilities and Special Needs FirstPage | Quick Links Logout

Login Using Authentication

1. Login	
2. Open Microsoft Authenticator on phone if not already open. Enter One Time Password from the Microsoft Authenticator (no spaces) and check Trust This Device Browser. Click Submit.	 Authenticator App One Time Password Trust This Device/Browser □ Cancel Submit

Attachment #3

AUTHENTICATION WITH EMAIL OR TEXT

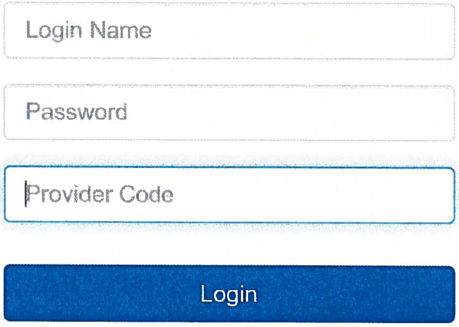
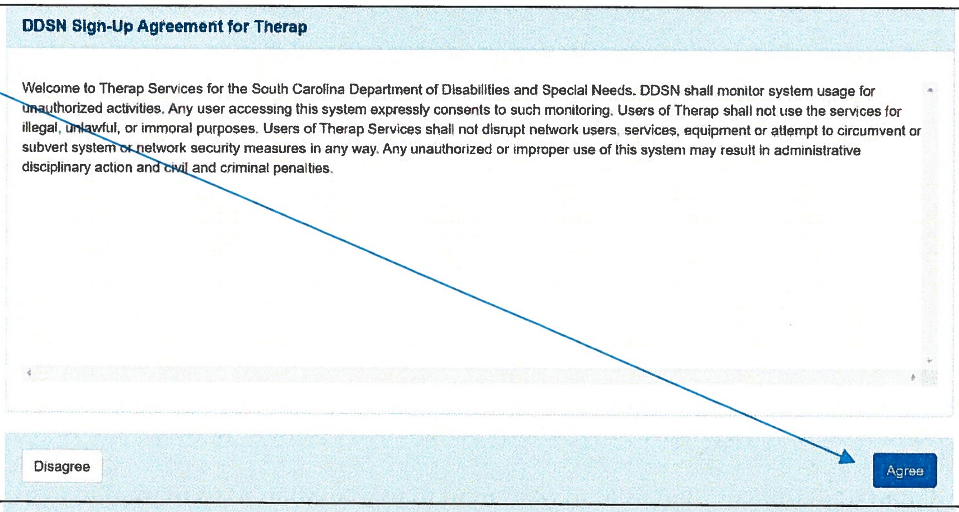
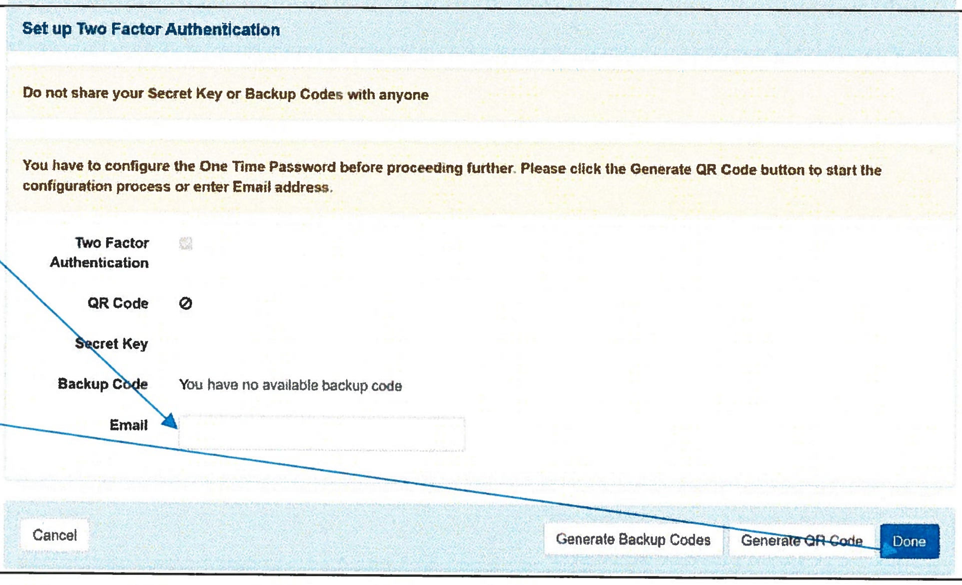
Steps in this user guide:

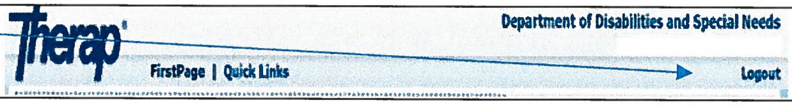
Follow instructions for email or text, not both

Configure Authentication

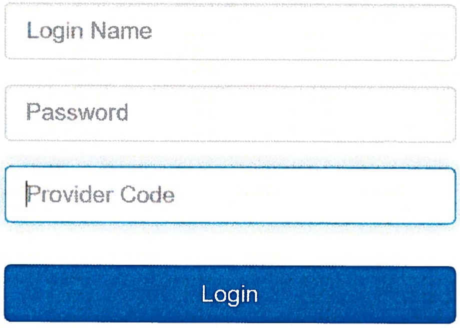
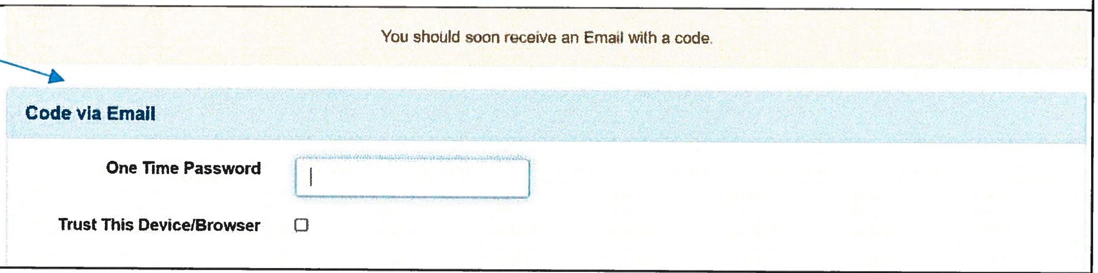
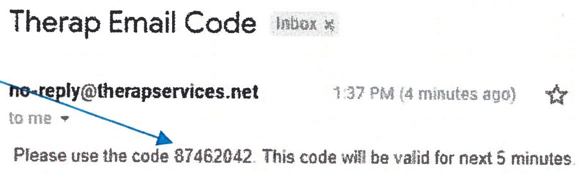
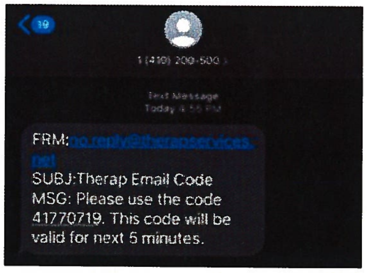
Login Using Authentication (use for first time configuration and every 15 days)

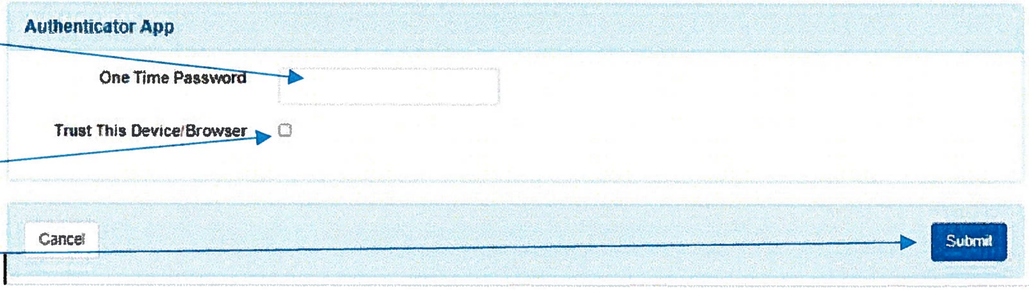
CONFIGURE AUTHENTICATION

1. Login to Therap	
2. Click Agree	**DDSN Sign-Up Agreement for Therap** Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.
3. Enter your Email (or to use **a Text address, see below**). Click on Done	**Set up Two Factor Authentication** Do not share your Secret Key or Backup Codes with anyone You have to configure the One Time Password before proceeding further. Please click the Generate QR Code button to start the configuration process or enter Email address. Two Factor Authentication ☐ QR Code ⊘ Secret Key Backup Code You have no available backup code Email

4. Text address– number is your 10 digit phone number	***T-Mobile*** – number@tmomail.net ***Virgin Mobile*** – number@vmobl.com ***AT&T*** – number@txt.att.net ***Sprint*** – number@messaging.sprintpcs.com ***Verizon*** – number@vtext.com ***Tracfone*** – number@mmst5.tracfone.com ***Ting*** – number@message.ting.com ***Boost Mobile*** – number@myboostmobile.com ***U.S. Cellular*** – number@email.uscc.net ***Metro PCS*** – number@mymetropcs.com
5. Logout	 Therap Department of Disabilities and Special Needs FirstPage | Quick Links Logout

Login Using Authentication

1. Login	
2. You will see this screen	 You should soon receive an Email with a code. **Code via Email** **One Time Password** **Trust This Device/Browser** □
3. Look in your Email or Text, and get your password. If it doesn't appear within 3 minutes, have your administrator disable and re-force.	 Therap Email Code **no-reply@therapservices.net** 1:37 PM (4 minutes ago) to me Please use the code 87462042. This code will be valid for next 5 minutes.  Text Message Today 4:55 PM FRM:no.reply@therapservices.net SUBJ:Therap Email Code MSG: Please use the code 41770719. This code will be valid for next 5 minutes.

4. Enter your One Time Password Check this box Click Submit Button	 Authenticator App One Time Password Trust This Device/Browser ☐ Cancel Submit

Attachment #4

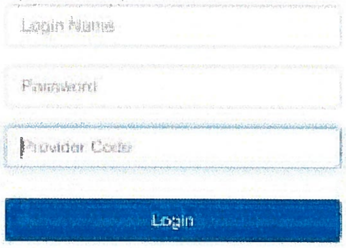
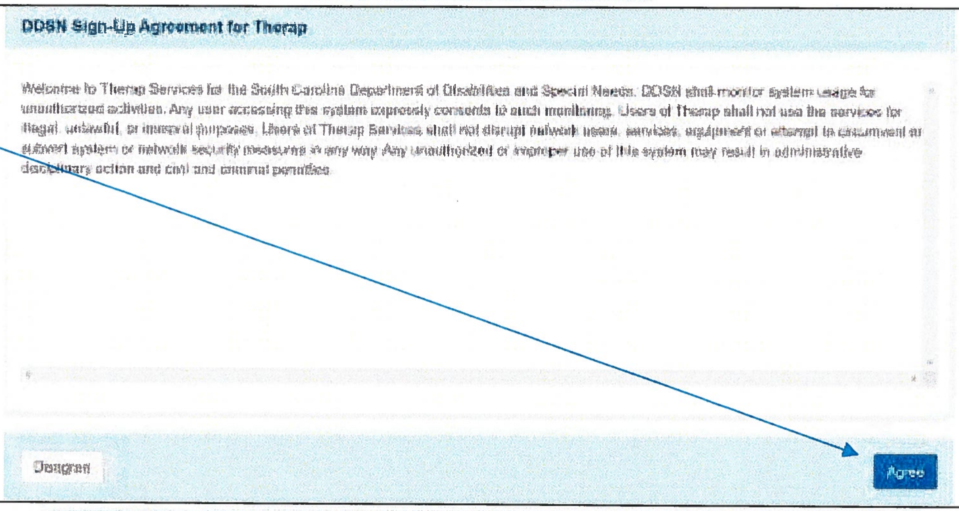
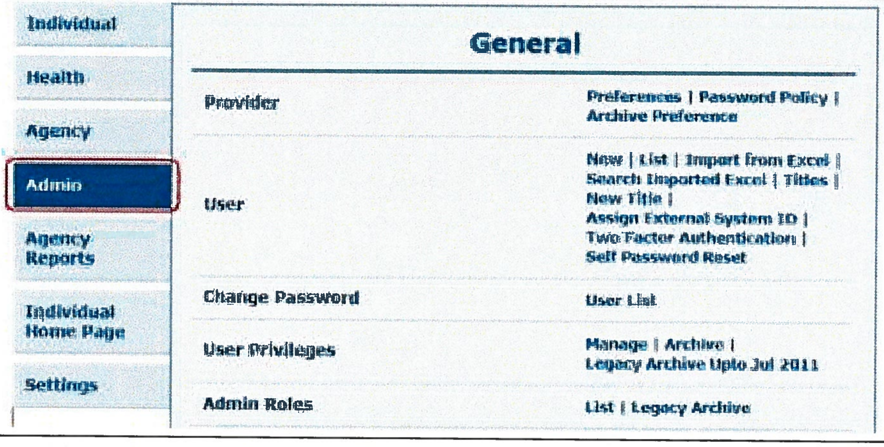
Disable and Re-Force Two Factor Authentication

Steps in this user guide:

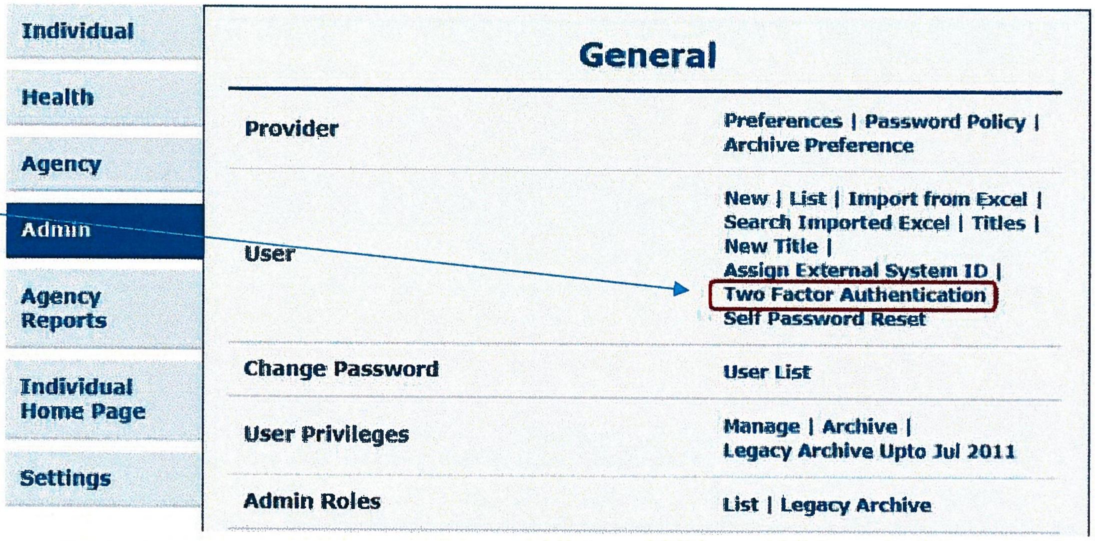
Disable Two Factor Authentication
Re-Force Two Factor Authentication

*Important note: Only users with the *User* Administrative Role are able to disable and force Two Factor Authentication.

Disable Two Factor Authentication

1. Login to Therap.	 Login Name Password Provider Code Login
2. Click Agree.	 **DDSN Sign-Up Agreement for Therap** Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. Disagree Agree
3. Select the *Admin* tab on the left.	 Individual Health Agency Admin Agency Reports Individual Home Page Settings **General** Provider: Preferences | Password Policy | Archive Preference User: New | List | Import from Excel | Search Imported Excel | Titles | New Title | Assign External System ID | Two Factor Authentication | Self Password Reset Change Password: User List User Privileges: Manage | Archive | Legacy Archive Upto Jul 2011 Admin Roles: List | Legacy Archive

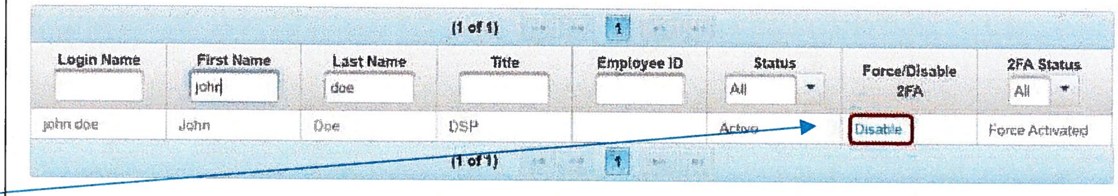
4. Under the General section beside User, select *Two Factor Authentication.*



General

Provider	Preferences | Password Policy | Archive Preference
User	New | List | Import from Excel | Search Imported Excel | Titles | New Title | Assign External System ID | Two Factor Authentication Self Password Reset
Change Password	User List
User Privileges	Manage | Archive | Legacy Archive Upto Jul 2011
Admin Roles	List | Legacy Archive

5. Locate the user in the User List and Click on *Disable* in blue font under the *Force/Disable 2FA* column.

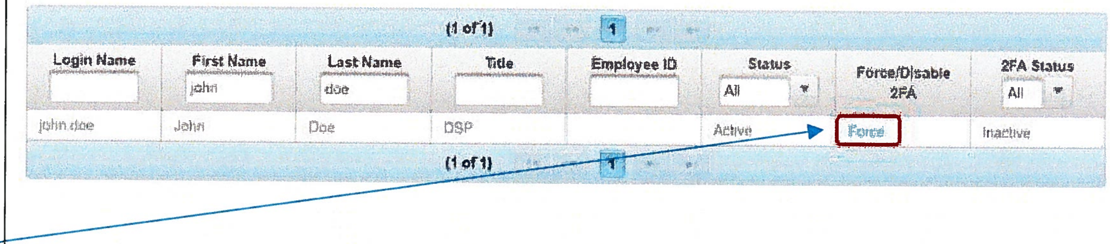

(1 of 1) 1

Login Name	First Name	Last Name	Title	Employee ID	Status	Force/Disable 2FA	2FA Status
	john	doe			All		All
john doe	John	Doe	DSP		Active	Disable	Force Activated

(1 of 1) 1

RE-FORCE TWO FACTOR AUTHENTICATION

1. In the same area where 2FA has been disabled, click on *Force* in blue font under the *Force/Disable 2FA* column.


(1 of 1) 1

Login Name	First Name	Last Name	Title	Employee ID	Status	Force/Disable 2FA	2FA Status
	john	doe			All		All
john doe	John	Doe	DSP		Active	Force	Inactive

(1 of 1) 1